

# THE GILMORE

## TICKETING SERVICES COORDINATOR

IRVING S. GILMORE INTERNATIONAL KEYBOARD FESTIVAL

The Gilmore is a non-profit organization that presents the biennial Gilmore Keyboard Festival which is held in venues across west Michigan. It is recognized as one of America's most prestigious piano music festivals while the Gilmore Artist Award and Gilmore Young Artist Award programs are highly respected throughout the classical music industry as a leading international force in the advancement of pianists' careers.

Located in downtown Kalamazoo's Epic Center that is home to several community arts organizations, The Gilmore offers a creative and challenging environment. We have an immediate opening for a highly motivated, organized and enthusiastic individual to join our team. This new, part-time position offers compensation commensurate with experience. The Ticketing Services Coordinator reports to the Director of Marketing and Public Relations.

## PRIMARY RESPONSIBILITIES

- Coordinate ticketing for all of The Gilmore events—biennial Gilmore Keyboard Festival, Piano Masters and Rising Stars Series.
- Coordinate registration of participants in The Gilmore Education programs.
- Coordinate assignment and tracking of volunteers for The Gilmore Operations department.
- Contribute to the vision and leadership standard of improving the efficiency of ticketing operations.
- Work directly with The Gilmore Director of Marketing and Public Relations to develop ticketing policies.
- Respond to patrons with customer service concerns; work with The Gilmore staff in developing consistent customer service initiatives.
- Coordinate ticket sales over the phone and in person at The Gilmore office.
- Staff performance hall ticket offices for The Gilmore's events. Evenings and weekends required.
- Other duties as assigned by the Director of Marketing and Public Relations

## QUALIFICATIONS

Bachelor's degree, preferred. Knowledge of and interest in the performing arts; Excellent computer skills including Microsoft suite of products; Must be comfortable learning new software; Experience with Tessitura a plus; Outstanding communications/interpersonal skills; Ability and willingness to take initiative and work independently; Enjoy working under pressure and working with the public. Experience in box office sales or administration a plus.

## TO APPLY

Please send cover letter, resume and salary requirements to:

The Gilmore Attn: Mary McCormick, Director of Marketing and Public Relations, 359 South Kalamazoo Mall, Suite 101, Kalamazoo, Michigan, 49007 or Fax (269) 342-0968 or E-mail [mmccormick@thegilmore.org](mailto:mmccormick@thegilmore.org). Applications will be accepted immediately and until position is filled.

[thegilmore.org](http://thegilmore.org)

Equal Opportunity Employer M/F